



CITY OF HOUSTON

Job Posting

1	<i>Applications accepted from:</i>	ALL PERSONS INTERESTED
2	<i>Job Classification</i>	SENIOR MICROCOMPUTER ANALYST
3	<i>Posting Number</i>	PN #103755 (4 POSITIONS)
4	<i>Department</i>	HOUSTON POLICE
5	<i>Division</i>	TECHNOLOGY SERVICES
6	<i>Section</i>	N/A
7	<i>Reporting Location</i>	33 ARTESIAN*
8	<i>Workdays & Hours</i>	MONDAY – FRIDAY, 8:00 A.M. – 5:00 P.M.*
		*Subject to change

- 9
- DESCRIPTION OF DUTIES/ESSENTIAL FUNCTIONS**

Provide technical support for HPD Division level personnel. Provide telephone, e-mail, service request and walk-in support, to staff. Document client requests and problem resolutions in the help desk database. Effectively communicates in writing, verbally, non-verbally and interpersonally. Define and resolve outstanding problems with hardware and software used by staff. Install, configure and test hardware and software equipment as required, that include printers, scanners and other equipment used and supported by TS. Perform help desk functions for the HPD assigned divisions. Coordinate with the TS Help Desk. Provide information and technical support to remote, phone and walk-in users. Identify and inventory other supplies needed to support daily activities. Manage and support divisional level databases and reporting until implemented. Plan, configure and install hardware and software for all computers as required. Perform other duties.
- 10
- WORKING CONDITIONS**

The position is physically comfortable.
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- MINIMUM EDUCATIONAL REQUIREMENTS**

Requires a Bachelor’s degree in Computer Science, Management and Information Systems (MIS) or a closely related field.
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- MINIMUM EXPERIENCE REQUIREMENTS**

Three years of professional experience in systems analysis, design, programming or a closely related field are required.
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- MINIMUM LICENSE REQUIREMENTS**

Must have a valid Texas Class “C” driver’s license and be in compliance with the City of Houston’s policy on driving. (AP 2-2).
- 14
- PREFERENCES**

Preference will be given to applicants holding hardware and software certifications (Microsoft, Novell, HP, Dell) or who have extensive experience in designing and recommending customized PC based computer solutions for end users. Applicant must have Break/Fix capabilities on PCs, Printers and standard business software systems (Microsoft Windows 95, 98 and XP professional as well as Microsoft Office products). Requires considerable communications skills as well as strong verbal and technical writing skills. A writing sample may be requested.
- 15
- SELECTION/SKILLS TESTS REQUIRED**

None.
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- | | | | | |
|--------------------------------------|---|-----|---|----|
| <u>SAFETY IMPACT POSITION</u> | X | Yes | ? | No |
|--------------------------------------|---|-----|---|----|

If yes, this position is subject to random drug testing and if a promotional position, candidate must pass an assignment drug test.
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- SALARY INFORMATION**

Factors used in determining the salary offered include the candidate’s qualifications as well as the pay rates of other employees in this classification. The minimum to midpoint of this salary range is:

Salary Range – Pay Grade 23

\$1,347.00 - \$1,856.00 Biweekly \$35,022.00 - \$48,256.00 Annually
- 18
- | | |
|----------------------------|----------------|
| <u>OPENING DATE</u> | March 30, 2005 |
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- 19
- | | |
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| <u>CLOSING DATE</u> | Open Until Filled |
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- APPLICATION PROCEDURES**

Original applications only are accepted and must be received by the Human Resources Department during posting opening and closing dates shown, between 9:00 a.m. and 4:30 p.m. at 611 Walker, First Floor. **Successful candidates will be notified of their application status. All new and rehires must pass a pre-employment drug test and are subject to a physical examination and verification of information provided. Our TDD phone number is (713) 837-9496.**

An equal opportunity employer